

OFFICE OF GENERAL SERVICES
AGENCY MAIL SERVICE
INTERNAL PROCEDURE

July 2004

USER GUIDELINE PROCESSES

1. **ADDRESSES** - ALL MAIL MUST HAVE A COMPLETE ADDRESS CONTAINING:
 - A. NAME OF PERSON (IF TO AN INDIVIDUAL)
 - B. AGENCY NAME
 - C. BUILDING NAME (IF KNOWN)
 - D. STREET ADDRESS
2. **ALL ENVELOPES** MUST BE SEALED WITH THE FLAPS TUCKED OR TIED.
3. **ALL OVERSTUFFED ENVELOPES** MUST BE TAPED WITH SEALING TAPE.
4. **NO PERSONAL MAIL** - EMPLOYEES MUST NOT USE IMS FOR PERSONAL MAIL. SUCH MAIL IS ILLEGAL AND ANY ABUSE WILL BE REPORTED TO AGENCY DIRECTORS.
4. **BULK MAILING** - AGENCIES MUST REMOVE ALL MAIL TO BE HANDLED BY THE U.S. POSTAL SERVICE FROM BULK MAILINGS PRIOR TO RELEASING TO IMS.
5. **4TH CLASS MAIL** - 4TH CLASS MAIL WILL BE PICKED UP BY IMS CARRIER FROM AGENCIES IN THE GREATER COLUMBIA AREA AND OUT-OF-TOWN CUSTOMERS. THIS INCLUDES BULK MAILING, FORMS, RECORDS, PRINTOUTS, FILMS OR ANY COMBINATION OF THESE ITEMS.
6. **BOXES CARTONS, AND PACKAGES** - MUST NOT EXCEED **FIFTY (50) POUNDS** PER CONTAINER. ALL BOXES AND CARTONS MUST BE SECURELY TAPED ON THE **TOP AND BOTTOM**. PACKAGES SHOULD BE WRAPPED AND TAPED FOR SHIPMENT. EACH CONTAINER MUST HAVE A COMPLETE ADDRESS.
7. **PRINTOUTS** - MUST BE BOXED OR WRAPPED FOR MAILING. WE WILL NOT ACCEPT PRINTOUTS THAT ARE LOOSE OR ATTACHED TO AN ENVELOPE BY RUBBER BANDS.
8. **THE DEFERRED COMPENSATION COMMISSION** - IS NOT SERVED BY IMS. THIS MAIL MUST BE HANDLED BY THE U.S. POSTAL SERVICE.
9. **MAIL INCORRECTLY DELIVERED BY TH U.S. POSTAL SERVICE** - SHOULD BE RETURNED TO THE U.S. POSTAL SERVICE, NOT IMS.
10. **BOXES OF RECORDS BEING SENT TO THE RECORDS CENTER** - FOR STORAGE WILL NOT BE DELIVERED BY IMS. THE RECORDS CENTER REQUESTS THAT EACH AGENCY CONTACT THEM CONCERNING PROCEDURES TO BE USED.
12. **IMS IS FOR THE USE OF STATE AGENCIES ONLY!** WE CANNOT HANDLE MAIL FOR ORGANIZATIONS, ASSOCIATIONS, AND PROFESSIONAL GROUPS EVEN THOUGH MEMBERS ARE STATE EMPLOYEES. THIS IS ILLEGAL USE OF IMS. MAIL FOR THESE ENTITIES MUST BE SENT THROUGHT THE U.S. POSTAL SERVICE.
13. **IMS WILL TRANSPORT COMPUTERS, MONITORS AND KEYBOARDS PROVIDED THEY ARE PACKED SECURELY.** THEY WILL BE TRANSPORTED WITH THE UNDERSTANDING THAT THE EQUIPMENT WILL BE DROPPED AT THE REGULAR DROP SITE. ONCE ITEMS ARE DELIVERED TO THE SITE, IMS WILL NOT BE RESPONSIBLE FOR THE EQUIPMENT. ALL COMPUTER EQUIPMENT WILL BE CHARGED AS 1ST CLASS MAIL.